



Office of Information Technology Services

Service Level Agreement

Integrated Voice Messaging Service (IVMS)



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Service Description

Voice Mail is a computerized system for answering telephone calls, delivering a personalized greeting and recording voice messages. Voice mail is available 24 hours per day, greatly reducing "telephone tag" when subscribers are on telephone calls or away from their desks. Voice mail can be accessed in the office or from any touch-tone telephone. Greetings can be changed at any time. Messages are time stamped, and (at the users discretion) can be listened to, replayed, replied to, forwarded, broadcast, appended, and saved or deleted. Subscribers benefit from getting the entire message rather than an abbreviated summary, along with the benefit of sensing message importance and urgency from the caller's voice inflection.

IVMS (Integrated Voice Messaging Service) is the new ITS voice messaging platform for all enterprise voice messaging systems providing voice mail for [Enterprise – IP Telephony \(EIPT\)](#), [Enterprise – Managed PBX Telephony](#) and [Centrex](#) services. IVMS is offered by ITS as an integral part of its managed telephony services for the express purpose of enhancing subscriber communications and efficiency. This voice messaging system is an integral component of the ITS hosted telephone services.

ITS provides voice mail (voice messaging) service as a standard, integral component of the ITS State Government Complex (SGC) PBX and Enterprise IP Telephony (EIPT) service for all analog, digital, and VoIP telephones. IVMS is offered as an optional service for State of NC Centrex subscribers in Raleigh.

IVMS is based on Avaya's SIP-based unified communication system, and can be integrated to multiple PBXs. IVMS features are listed below.

Standard

- Personalized greeting (normal and extended absence options)
- Record
- Listen
- Rewind
- Transfer
- Save
- Delete
- Forward
- Call Sender
- Route messages by extension number, or by speaking message recipient's name
- Delivery options – private, important, or future delivery



- MWI (Message Waiting Indicator)
- Self-service password reset (from phone or web)
- Integrated fax (no extra cost, but only set up on request)
- Web subscriber self-service options (user profile and password reset)
- Reach Me (offers callers an option to have IVMS extend call to alternate phone number)
- Notify Me (message notification via email, text, or alphanumeric page)
- 60-day message retention
- 60 minutes total storage

Auto Attendant

IVMS can also serve as a departmental or agency wide auto attendant, allowing callers to call or say the name of the employee, department or service required. Auto attendant is a custom application, and must be designed for each individual application.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS Service, are specified in the ITS Global Service Levels document.

Standard service availability is 99.5%.

Hours of Availability

This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Services document. Standard operational support hours are from 8:00 a.m. to 5:00 p.m. Monday – Friday EST.



ITS Responsibilities

The general areas of support (such as Incident and Change Management) applicable to every ITS Service, are specified in the ITS Global Service Levels document.

ITS provides direct Tier 2 and Tier 3 support and also manages the supporting vendors who provide Tier 4 support. All levels of support that require vendor participation are provided through a comprehensive and specialized suite of contracted maintenance services. Underpinning vendor contracts employ SLA metrics to meet or exceed ITS SLA metrics for both incident and problem resolution. See the table below for a complete listing of ITS responsibilities for Tiers 2 and 3.

Tier Level	Who Provides	Responsibilities
Tier 2	ITS	<ul style="list-style-type: none">• Coordination of ITS service support for complementary services for IVMS regardless of ticket priority• Accept low priority service requests for name changes, mailbox additions/deletions, management reports, and password resets.• Basic Service information request responses• Acceptance of detailed service inquiry requests for routing to appropriate ITS service entity• Coordination point for all ITS Major Incident Process (MIP) instances
Tier 3	ITS	<ul style="list-style-type: none">• Tier 2 incident escalation• Problem ticket resolution• Scheduling and resolution of change requests• Management of the configuration elements for all configured service components• Coordination of service monitoring and reporting• Execution of defined managed service operations policies e.g. security updates, release updates, system repair, etc.• Coordination with vendors on priority 1 and 2 incidents• Input of service configuration databases and operational parameters (switch configurations)• Traffic monitoring and application performance monitoring• Implementation of system upgrades• Execution of firmware updates and OS patches• Maintenance of call routing tables• Tier 2 level hardware replacements• Escalations from tier 1• Troubleshooting support with supporting LAN/WAN resources and Hosting services if applicable• Billing input and reconciliation• Service life cycle planning



Customer Responsibilities

Once established, IVMS customers are responsible for basic Tier 1 activities as applicable for the service PBX service (e.g., EIPT, Managed PBX, or Centrex). Many of the tasks of Tier 1 are performed by the agency voice mail users. Tier 1 responsibilities are shown below.

Tier Level	Tier Level	Tier Level
Tier 1	Customer service responsibilities	<ul style="list-style-type: none">• Submission of incident and service request tickets• Provision of network access for web accessible user interfaces

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.



Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		